

DHRUV POSTIWALA

677 Rankine Avenue
Windsor, Ontario, N9B2R8
(226) 759 2820
dhruvpostiwala@gmail.com

Professional Summary

My goal is to become associated with a company where I can utilize my skills and gain further experience while enhancing the company's productivity and reputation.

Employment History

Tata Consultancy Services

Application Support Executive, 08/2016 to 12/2018

- Effective **client communication** to resolve production issues on a day to day basis.
- Developed programs and algorithms to **enhance supportability** and identify performance bottlenecks of the application.
- **Created workflow** diagrams to clearly demonstrate application interface.
- Designed automated tools that support user in getting daily/weekly/monthly reports using **MS Office** and java.
- Analyzed and **developed database** packages using PL/SQL Developer.

Professional Skills

- Customer Oriented
- Clear communication skills
- Time management
- Persistent
- Closing ability

Education

- **Graduate Certificate – Data Analytics**
St Clair College, Windsor

Achievements

- **“Spot Award”** for providing Phenomenal Customer Service.